



## COMMUNICATIONS DEPARTMENT

### SCDOR Implements Additional Measures to Combat Fraud

#### **FOR IMMEDIATE RELEASE**

**March 2, 2015**

As part of its ongoing efforts to detect and prevent fraud, the South Carolina Department of Revenue (SCDOR) has implemented enhanced measures including the conversion of some direct deposit refunds to paper checks.

"In light of the recent increase in potentially fraudulent income tax returns, South Carolina, in conjunction with several other states throughout the country, is expanding and enhancing our efforts to combat fraud," said Director Rick Reames. "Criminals attempting to steal taxpayer refunds is a growing, national problem, and one we are committed to fighting. Please know that our systems have not been compromised and protecting your information and your refund remains our top priority."

The targeted conversion of some refunds began last week. Affected taxpayers may expect to receive the paper check refund along with a letter of explanation from the SCDOR as early as today. If a taxpayer receives a paper check refund but has not yet filed a state tax return, please do not cash the check and call the SCDOR's dedicated customer care line at 803-898-7638 as soon as possible. The dedicated customer care line is staffed Monday through Friday from 8:30 a.m. until 5:00 p.m.

The SCDOR apologizes for any inconvenience resulting from this action and emphasizes that our systems remain secure. We appreciate your understanding and patience as continual efforts and procedures are put into place to stop tax fraud.

**Why am I receiving my refund as a check instead of the direct deposit that I requested?**

The SCDOR has begun issuing some taxpayer refunds by paper check even if the taxpayer requested the refund by direct deposit. This measure is not only the result of detected potential fraud but also an effort to prevent fraud. Your refund was part of a targeted group flagged as containing potentially fraudulent refunds. For security purposes, we are unable to disclose additional details related to this determination.

Tax fraud is a growing, national problem and the direct result of criminals filing fake tax returns in an attempt to steal taxpayer refunds. We have and will continue to implement new and enhanced measures to protect your information and your refund. If you have any questions or concerns, please call our dedicated customer care line at 803-898-7638, Monday through Friday from 8:30 am to 5:00 p.m.

**If I received a paper check has my identity been stolen or my information compromised?**

The receipt of a paper check instead of a direct deposit refund does not mean your identity has been stolen/compromised. We do encourage you to take steps to protect yourself by signing up for identity protection available at no charge to eligible South Carolina taxpayers through CSID if you have not already. Find more information [here](#).

**Where is my refund? I expected to have it by now. Should I be concerned?**

We predict that there will be a slight delay in receiving your refund due to these increased fraud prevention efforts. We ask for your patience in this process. You can check the status of your refund [here](#).

**FOR MORE INFORMATION:**

SCDOR Public Affairs Office  
(803) 898-5773

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